

Recommendation 7: All telegrams be answered within 48 hours of their receipt. (Page 19)

Recommendation 8: A request be submitted by Management Services Division to the Information Systems and Records Management Division (ACI) of External Affairs to investigate the delays in delivery of air freight bags to Port of Spain and to take appropriate action to improve service. (Page 21)

Recommendation 9: The sponsored class register maintained by the receptionist be eliminated. (Page 21)

Recommendation 10: The post eliminate unnecessary statistical reports and registers. (Registers which should be eliminated are listed in Appendix E as numbers 3, 4, 8, 9, 17, 18, 19, 21, 22, 25, 26 and 27). (Page 22)

Recommendation 11: Only the covering document on each incoming letter or application be date stamped. (Page 22)

Recommendation 20: Immigration posts be solicited as to their views on preprinting the immigrant worksheet on the back, outside cover of the new file folders as part of a mail survey on new procedures. (Page 31)

Recommendation 21: All attachments be placed on file within 48 hours of their receipt. (Page 33)